
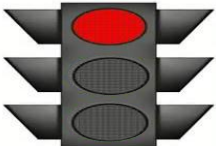


Amount of METCO Loans Closed Economic Development

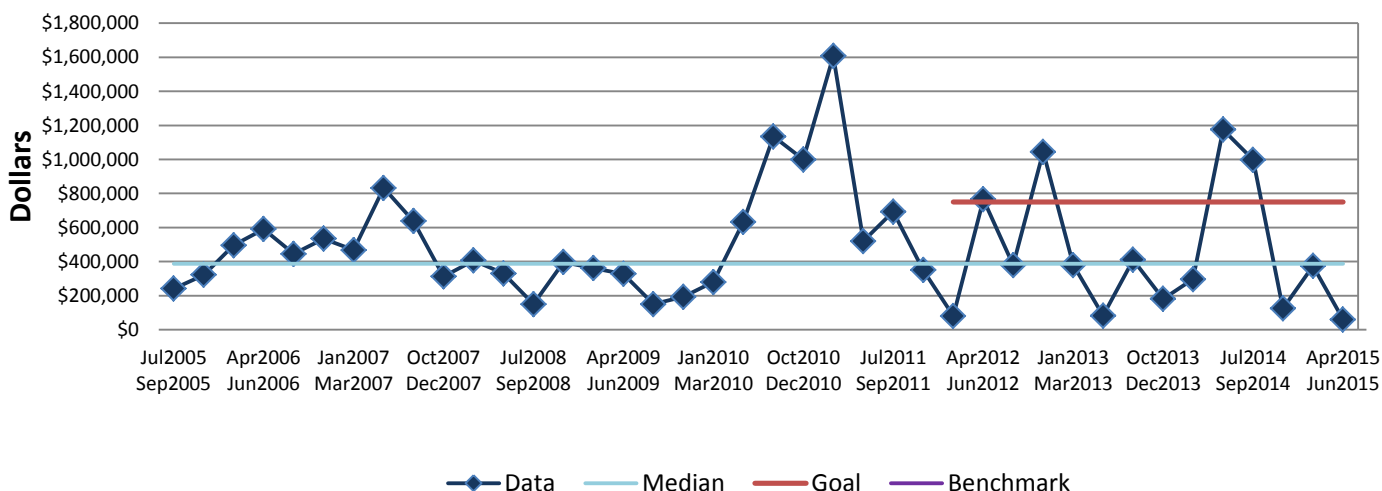


KPI Owner: David Morris

Process: Job creation-Outcome Measure

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY13, \$2,196,144 closed		Data Source:	Plan-Do-Check-Act Step 8: Monitor and diagnose		
Goal: \$3M in METCO loans per FY/\$750K quarterly		Goal Source: TBD	Measurement Method: Measure the dollar value of METCO loans which support small business		
Benchmark: TBD		Benchmark Source: TBD	Why Measure: The monthly sum of the dollar value of close METCO loans		
			Next Improvement Step: TBD		
How Are We Doing?					
Jul2010-Jun2015 5 Year Goal	Jul2010-Jun2015 5 Year Actual		Apr2015-Jun2015 Goal	Apr2015-Jun2015 Actual	
\$10,500,000	\$11,659,659		\$750,000	\$60,000	
Dollars	Dollars		Dollars	Dollars	

Amount of METCO Loans Closed



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.